



# Milwaukee County

Department of Administrative Services

## Americans with Disabilities Act (ADA) Effective Communication

<b>Definitions:</b>	<p><b>Effective Communication:</b> whatever is written or spoken must be as clear and understandable to people with disabilities as it is for people who do not have disabilities.</p> <p><b>Auxiliary Aids and Services:</b> are devices or services that enable effective communication for people with disabilities.</p> <p><b>Primary Consideration:</b> means that the public entity must honor the choice of the individual with a disability, unless it can demonstrate that another equally effective means of communication is available, or that use of the means chosen would result in a fundamental alteration in the service, program, or activity or in undue financial and administrative burdens.</p>
<b>Different Types of Auxiliary Aids and Services:</b>	<p>The following are examples of different auxiliary aids and services that may be used to provide effective communication for people with disabilities. But, remember, not all ways work for all people with disabilities or even for people with one type of disability. You must consult with the individual to determine what is effective for him or her.</p> <p>Qualified interpreters, notetakers, screen readers, computer-aided real-time transcription (CART), written materials, telephone handset amplifiers, assistive listening systems, hearing aid-compatible telephones, computer terminals, speech synthesizers, communication boards, text telephones (TTYs), open or closed captioning, closed caption decoders, video interpreting services, videotext displays, description of visually presented materials, exchange of written notes, TTY or video relay service, email, text messaging, instant messaging, qualified readers, assistance filling out forms, taped texts, audio recordings, Brailled materials, large print materials, and materials in electronic format (compact disc with materials in plain text or word processor format).</p>
<b>Policy:</b>	<p>In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), Milwaukee County will provide effective communication to qualified individuals with disabilities except where Milwaukee County can show that providing effective communication would fundamentally alter the nature of the service or program in question or would result in an undue financial and administrative burden.</p> <p>Milwaukee County will make appropriate auxiliary aids and services available to persons with disabilities who request them and will give primary consideration to the choice expressed by the individual.</p>
<b>Requests Auxiliary Aids and Services:</b>	<p>Requests made for auxiliary aids and services to individual departments, divisions and offices should be handled within those departments, divisions and offices, with the exception of requests for sign language interpreters. If departments, division and/or offices need assistance with providing auxiliary</p>



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	aids and services, contact the Office for Persons with Disabilities (OPD).
<b>Accommodation Request Statements:</b>	<p>Milwaukee County departments, divisions and offices shall use the following as examples of alternative format and accommodation statements and will use accommodation statements where applicable.</p> <p>“This publication is available in an alternate format on request.”</p> <p>“ADA accommodation requests should be filed with the (Office name, phone number(s)), upon receipt of this notice.”</p>
<b>Auxiliary Aids and Services Provided by OPD.</b>	<p>The Office for Persons with Disabilities (OPD) schedules and provides <b>Sign Language Interpreters</b> for all of Milwaukee County government with the exception of the courts. To request a sign language interpreter contact OPD.</p> <p><a href="http://county.milwaukee.gov/SignLanguageInterpreting">http://county.milwaukee.gov/SignLanguageInterpreting</a></p> <p>OPD has a limited supply of <b>Assistive Listening Devices</b> for use by Milwaukee County departments, divisions and offices. Contact OPD to arrange for the use of these devices.</p> <p>OPD can be contacted if Braille services are requested.</p>
<b>ADA Coordinator:</b>	Director, Office for Persons with Disabilities, 901 N. 9 <sup>th</sup> Street, Room 307-B, Milwaukee WI 53233, 414-278-3932, 711 (TRS), 414-278-3939 (Fax)
<b>Grievance Procedure:</b>	<a href="http://county.milwaukee.gov/ImageLibrary/User/tochnikowski/GrievProcedureADA.pdf">http://county.milwaukee.gov/ImageLibrary/User/tochnikowski/GrievProcedureADA.pdf</a>
<b>Website:</b>	<a href="http://county.milwaukee.gov/OPD">http://county.milwaukee.gov/OPD</a>

